

TITLE: CHILD WELFARE MANUAL
SECTION 3: DELIVERY OF SERVICES/INTACT FAMILIES
CHAPTER 5: WORKING WITH CONTRACTED TREATMENT PROVIDERS
ATTACHMENT D: NATIVE LANGUAGE: LOCATION AND PAYMENT FOR
INTERPRETER SERVICES
EFFECTIVE DATE:
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Parents and children whose native language is not English have the right to communicate together, and with the Children's Service Worker, in their native language during the CA/N investigation, treatment services process, and out-of-home care services process.

To ensure these rights, the Children's Service Worker should allow the parents and children the choice of communicating in their native language, English, or a language in which the worker is fluent.

If the client chooses to speak in his/her native language, an interpreter may be needed. The Children's Service Worker shall make "reasonable efforts" to obtain an interpreter at no cost to the family. "Reasonable efforts" are defined as attempts that are made to locate an interpreter in the community, or within a reasonable distance from the community who can assist during the interview/visitation.

The interpreter should be able to speak and translate the native language fluently. An interpreter may be needed in the following circumstances:

- If the Children's Service Worker needs to monitor the communication for counseling or therapeutic purposes. The client should be advised of the importance for everyone to know what is being said; and
- If the Children's Service Worker has reason to believe that parents and/or children are using their native language to circumvent the authority of Children's Division (CD) or the courts in matters of child custody or out-of-home care placement.

Payment for interpreter services may be made through SEAS, if contracted, or through CSIPS by using appropriate forms.

If the Children's Service Worker is unable to obtain a qualified interpreter, all efforts made to obtain the services of such an interpreter shall be documented.

MEMORANDA HISTORY: